

Substitute for form 1449/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(Use as many sheets as necessary)</i>			Complete if Known Application Number 09/990,402 (Conf. No. 3669) Filing Date November 21, 2001 First Named Inventor William Slate Art Unit 3621 Examiner Name Evens J. Augustin Attorney Docket AAA/03		
Sheet	1	of	2		

U. S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number Number-Kind Code ² *****	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		5,182,705	01-26-1993	Barr et al.	
		2002/0147604	10-10-2002	Slate	
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		2002/0161597	10-31-2002	Klibaner	
		2004/0059596	03-25-2004	Vaidyanathan et al.	
		6,850,918	02-01-2005	Vaidyanathan et al.	
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Examiner Initials*		Cite No. ¹	Application number and description of document
			Office Actions and Replies for U.S. Application Serial No. 09/991,223 filed November 21, 2001
			Office Actions and Replies for U.S. Application Serial No. 10/303,146 filed November 21, 2002

FOREIGN PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Foreign Patent Document Country Code ² "Number" "Kind Code" (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		WO 00/68865	11-16-2000	NAM Corporation	

Examiner Signature	Date Considered
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		Art Unit	3621
		Examiner Name	Evens J. Augustin
Sheet	2	of	2
		Attorney Docket	AAA/03

NON PATENT LITERATURE DOCUMENTS			
Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	†
		MITCHELL, "Handling Consumer Complaint Information: Why and How?," <i>Logistics Information Management</i> , 6:20-26 (1993).	
		"Get it Straight From the Consumer," <i>Success</i> , 40:41 (1993).	

Examiner Signature	/Evens Augustin/	Date Considered	01/20/2011
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